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Programmer Analyst

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Summary

I am seeking a junior or mid-level software development position with a company that will allow me to utilize my current skills while providing the opportunity to expand my abilities and further my career. I am passionate about software development and have been programming both personally and professionally for over sixteen years. During my career, I have worked end-to-end with the software development life cycle from design and implementation to quality assurance and end-user support.

Experience

Programmer Analyst   *2010-Present   Software Planning   Walla Walla, WA*

- Full-stack development for winery management software and other consulting projects including: design, development, testing, optimization, debugging, and support. Implement front and back-end solutions using a variety of technologies and platforms, including but not limited to: VB/VBA, ASP.Net, T-SQL and SSRS.

- Administrate IIS, SQL, and Domain servers deployed internally and to clients. Respond to telephone calls, and email requests for technical support. Document, track and monitor issues to ensure a timely resolution. Consult with clients to develop new features or products as needed.

Software Developer Contract   *2010-2011   Walla Walla Foundry   Walla Walla, WA*

- Contracted to develop an internal end-to-end work order entry and reporting system for artwork installation projects. Designed and implemented a front-end interface for work order entry using C# and WinForms. Developed relational database back-end using Microsoft SQL server. Created an integrated reporting solution for administration using Microsoft Access and VBA.

Help Desk / Intranet Admin / Telecom Admin   *2008-2010   SanMar Corporation   Issaquah, WA*

- Provided support to end-users on a variety of issues. Identified, researched, and resolved technical problems. Responded to telephone calls, email and personnel requests for technical support. Documented, tracked and monitored issues to ensure a timely resolution.

- Created and maintained macros, logon, and WMI scripts in VBA, VBS and batch files. Developed, maintained and supported internal tools and applications used by the Help Desk and other departments.

- Administered intranet content management system Typo3. Created and maintained content and tools for the IT department intranet page with Typo3 and AJAX. Supported departmental administrators who managed departmental intranet content. Helped users resolve issues with content, created Typo3 user accounts, set permissions and responded to questions specific to Typo3.

- Assisted telecommunications manager with setup, deployment and support for Avaya PBX phone systems, inlcuding: analog, digital, software, and IP based phone technologies.

Operations Specialist   *2006-2008   SanMar Corporation   Issaquah, WA*

- Worked with management to implement call center related policies. Used Visual Basic for Applications to create Excel macros for automated agent reporting. Designed and implemented a call center attendance tracking system with excel based front-end using VBA and a Microsoft Access back-end. Managed database maintenance, supervisor training, automated report monitoring and maintenance.

- Supported supervisors with questions related to call center software and policies. General administrative duties, tracking attendance, updating agent stats, approving time-off requests, filing, and data entry.

| **Projects** | • **Programmer/DBA for Software Planning** | *(2010-Present)* |

- ▪ Integrated Amazon Marketplace web service API with VinBalance to programmatically exchange e-commerce data for orders and payments.

- ▪ Integrated PCI compliant credit card processing system using PayPros encrypted credit card merchant services for VinBalance point of sale.

- ▪ Developed departmental account posting system for VinBalance general ledger.

- ▪ Designed and implemented numerous features and reports for VinBalance as requested by management and customers.

- ▪ Developed log invoicing system for a timber industry client using ASP.Net, SQL Server, and SSRS.

• **Programmer/DBA for Walla Walla Foundry** *(Contract)*　　　　　　*(2010-2011)*

- ▪ Designed and developed work order entry system front-end using C# and WinForms.

- ▪ Developed relational database back-end using Microsoft SQL Server.

- ▪ Implemented integrating reporting and administration application using Microsoft Access and VBA.

• **Programmer/DBA for SanMar**　　　　　　*(2005-2010)*

- ▪ Created front-end application to track call center attendance and adherence using Access and Excel.

- ▪ Created an Access database and Excel front-end to track help desk equipment and inventory.

- ▪ Created various macros and scripts used by the help desk and call center.

• **Programmer/DBA for We-Fix-Em** *(Contract)*　　　　　　*(2002-2003)*

- ▪ Designed a relational database in access to track customer information for a PC repair business.

- ▪ Designed and developed a front-end application for the customer database using Visual Basic 6.0.

• **Game Designer/Programmer for Duris** *(freelance)*　　　　　　*(2000-2004)*

- ▪ Design and develop features using C, resolve bugs, adjust balance, and support online community.

- ▪ Designed and developed content creation and analytic tool using C++ and MFC. (Demo Available)

Technologies

Languages: C#, Visual Basic 6.0/.NET, VBA, C, C++, T-SQL, XML
Environments: Visual Studio, Mono Develop, Eclipse, Access
Libraries: Win32, MFC, .Net (All Versions),
Internet: HTML, CSS, JavaScript/AJAX, PHP
Scripting: WMI, VBS and Batch.
Database: Microsoft SQL Server, MySQL
Operating Systems: Windows (All Versions), Linux, OS X

Education

Bellevue Community College: Continuing Education　　　　　　*2000-2002*
 • Visual Basic 6.0 Development
 • C/C++ Development
 • Data Structures in C
 • Win32 Development with C